

DISCREPANCY, DAMAGE & RETURNS

Reporting Timeline Requirements

SUNBELT TRUCK		
Palletized or Pipe		
Short/Over		Within 5 Days from Delivery
Damaged		Within 5 Days from Delivery
Copper Tube		
Damaged		Within 24 Hours from Delivery
3RD PARTY TRUCK		
Short/Over		Within 5 Days from Delivery
Damaged		Must Sign as Damaged at Time of Delivery
PARCEL DELIVERIES		
Sunbelt - FedEx Acct		
Short/Over		Within 5 Days from Delivery
Missing/Damaged		Within 30 Days from Delivery
Customer Acct - FedEx/UPS/Other		
Short/Over		Within 5 Days from Delivery
Missing/Damaged		Customer Must Make Claim to Carrier

Returns are subject to a restock fee.

1. **Contact Customer Service Email Below and Include Your Area Manager**

- Provide PO # and reason for return
- Include pictures of product & packaging

Customer Service Email Groups:

- CS1@sminc.net - GA/FL/ARK/West TN
- CS2@sminc.net - Carolinas/KY/East TN/Middle TN/VA/AL
- CS3@sminc.net - TEX/OK/LA/MS
- CS4@sminc.net - MIDWEST
- CS5@sminc.net - STEVE LEE & ASSOCIATES

2. **Tag product with the RMA # provided by Sunbelt Customer Service**

- If the product arrives without RMA information it will be sent back

3. **Follow shipping instructions provided by Sunbelt Customer Service**

Acceptable Returns:

- Must be 60 days or less from date of receipt
- Must be re-sellable (sole discretion of Sunbelt)
- Must be in original packaging (if applicable)

The following items are NOT returnable to Sunbelt:

- Non-stocks
- Special orders or customized items
- Any items that Sunbelt did NOT sell to a customer
- Any product more than 60 days from date of receipt (unless authorized in writing by Sunbelt Management)

Shipping Costs:

Freight charges for customer requested returns **are the responsibility of the customer.**

Returns on Sunbelt Dedicated Truck:

- Only available if dedicated truck is making a delivery to same customer location
- Pallet Charge: \$150 for up to two (2) pallets
- Bundle Charge: \$300 per pipe bundle